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and the awards go to...

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T

he Oscars. The Emmys. The Tonys. And of course, the Metro Chamber Business Excellence Awards. We've changed things up a bit from previous years and opened the playing field to businesses of all sizes. And instead of a lengthy application process, we simply asked the question, "What makes this business excellent?" We wanted to hear from you, our members, on how you define business excellence. We wanted to explore how companies are differentiating themselves and which ones really stand out in the way they are positively transforming our local community and economy; revolutionizing products, services and deliverability; setting the pace for growth in the local, national and international business market scenes; or cultivating a strong sense of corporate culture.

employee engagement and productivity. The variety of nominations truly reflects the breadth of diversity that exists in Southern Nevada. Like the city itself, our business community is a melting pot of small, medium and large companies, generational businesses and startup entrepreneurs, and brick and mortar and online businesses, encompassing a broad array of industries and countless niche markets. Together, they comprise a resilient, forward-thinking and distinctive group that is uniquely "Las Vegas."

Much like the Emmys, the Oscars and the Tonys, the Business Excellence Awards committee was tasked with the difficult job of narrowing the field to 25 honorees. Each of them is profiled in this issue. On October 10 at the Paris Las Vegas, the Metro Chamber will hold a luncheon to honor our diverse

"the variety of nominations truly reflects the breadth of diversity that exists in southern nevada."

Some of the nominees discussed their commitment to different causes and non-profit organizations, embracing their social responsibility and implementing sustainability practices. Others placed focus on innovation, technology and how they are improving customer experience in new, exciting ways. Still others placed great stock in their company's culture and how they creatively have addressed

and distinctive business community as a whole, with a special tribute to these 25 companies. As you read their individual stories, you will see why it is important to take the time to commemorate our trailblazers, innovators, pacesetters, groundbreakers and cultivators. So please attend the celebratory luncheon on October 10 and....I'll see you at the Business Excellence Awards!

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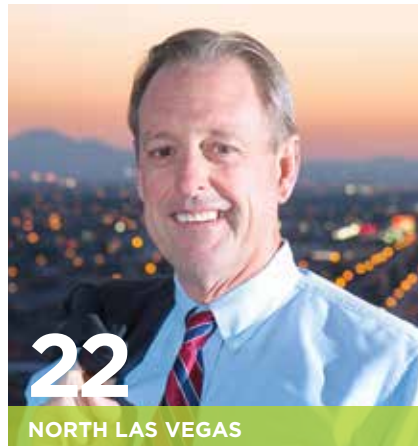
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AND THE *honorees* 12 ARE...

2013 BUSINESS EXCELLENCE AWARDS HONOREES



chamber news



chamber health plan early renewal in full swing

Metro Chamber members that enjoy the group buying power of the Chamber Health Plan should receive their Early Renewal (or "Alternative Plan Year") packets in the mail during the first week of October. The early renewal guarantees Chamber Health Plan clients their same health coverage and physician network through November 30, 2014. Chamber Insurance & Benefits, the administrator of the Chamber Health Plan, urges members to contact them or their health insurance broker if they have any questions or have not received their packet by October 8. If you are a Chamber member with 2-50 employees and would like information on the coverage provided by the Chamber Health Plan, contact Chamber Insurance & Benefits at 702.586.3889 or get a quote at ChamberIB.com.

get ready to celebrate with the customer service excellence awards

Join the party to celebrate outstanding service in the Las Vegas Valley with the annual Customer Service Excellence Awards Luncheon on Friday, November 15, from 11:30 a.m. – 1:15 p.m. at The Orleans Hotel & Casino. During the luncheon, special bronze, silver and gold recognition will be given to individuals who have consistently gone above and beyond to provide excellent customer care, and the Customer Service Excellence Person of the Year will be announced. For tickets and tables, visit LVChamber.com or call 702.641.5822.

"game on" for new business connections at the view



Metro Chamber and VYP members can get their networking game on together during the Business Blend mixer at The View, set atop the Fantasy Tower of the Palms Casino Resort. The View, part lounge and part upscale rec room, is a perfect backdrop for conversation, cocktails and old-school board games, billiards and shuffleboard. To register for this complimentary Chamber and VYP event, visit LVChamber.com or call 702.641.5822.

Business Excellence AWARDS

LUNCHEON

business excellence awards honor the best of las vegas business!

On October 10, the Metro Chamber will celebrate 25 trailblazers, innovators, pacesetters, groundbreakers and cultivators in the local business community at the Business Excellence Awards. Sponsored exclusively by Nevada State Bank, the Business Excellence Awards are an annual tribute to companies in the Las Vegas Valley that exemplify creativity, diversity and ingenuity in forming, growing and building their businesses. For a detailed look at this year's honorees, see page 12. This year's event will be held at the Paris Las Vegas, from 11:30 a.m. – 1:00 p.m. Individual seats are \$55 for members and \$70 for non-members; tables are \$550. For more information or to register, visit LVChamber.com or call 702.641.5822.



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news you need



snwa discusses water resources with businesses

The Southern Nevada Water Authority (SNWA) will hold the Southern Nevada Water Authority Business-to-Business Discussion, a dialogue with the business community regarding potential future water rate changes, on Wednesday, October 9, at 3:00 p.m. in the auditorium of the Historic Fifth Street School, located at 401 S. Fourth Street. This is an excellent opportunity to engage in a discussion with the SNWA about issues relating to the business community and water rate stability, infrastructure and potential changes in the future. For more information, contact the SNWA at 702.862.3400.

take advantage of small business saturday 2013

It's the biggest day of the year for small business. On November 30, during one of the busiest shopping weekends of the year, Small Business Saturday returns in an effort to bolster sales for small businesses all over the world, with an estimated \$5.5 billion spent during Small Business Saturday in 2012. Small business owners, as well as community organizers, can access free tools and materials from American Express, the initiative's principal organizer, including customizable signage, sample social media posts and emails, and online banners and Shop Small logos, to take full advantage of the day. For more information on how you can take part in this year's Small Business Saturday, visit ShopSmall.org.

dept. of treasury, irs issue new guidance on information reporting under the aca

The U.S. Department of the Treasury and the IRS issued new proposed regulations on reporting requirements under the Affordable Care Act (ACA), known as Sections 6055 and 6056 reporting. The new proposed Section 6055 reporting requirements (pertaining to insurers, self-insuring employers and other parties that provide health coverage) include supplying information about the entity providing coverage (including contact information) and the names, taxpayer ID numbers and months they were covered for each individual enrolled in minimum essential coverage. For employers who are subject to Employer Shared Responsibility (50 or more full-time/full-time equivalent employees), the proposed regulations to Section 6056 reporting requires them to submit information about the employer offering health insurance (including contact information for the employer and number of full-time employees), as well as the names, addresses and taxpayer ID numbers of the full-time employees and information about the coverage offered to each employee by month, including the cost of self-only coverage. Under the proposed regulations, Section 6056 would also require employers to provide written statements to the employees detailing the information on the reports so the employees may determine whether or not they can claim an individual premium tax credit.

These proposed reporting provisions would take effect on January 1, 2015, with the first reports due to the IRS in early 2016. Employers are invited to submit written or electronic comments on these proposed rules by November 8, 2013. Public hearings for these proposed rules will be held in mid-November. Public comments will be taken into consideration while developing the final regulations for reporting. For more information and details on the proposed regulations, or to provide your comments, visit federalregister.gov.

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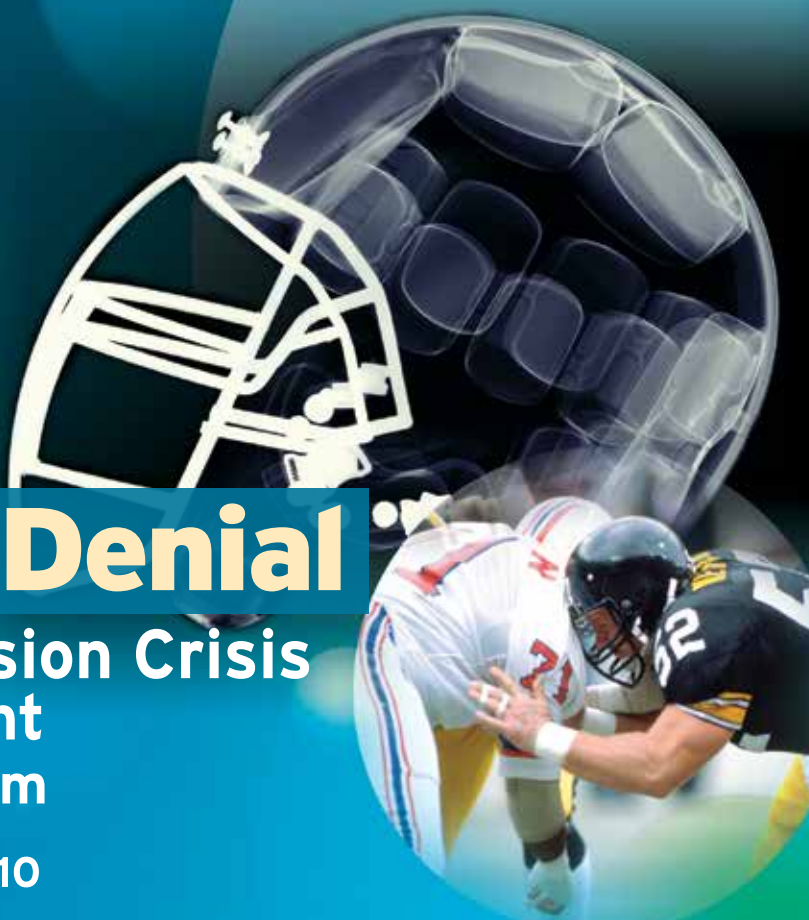
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**WATER RESOURCES &
SOUTHERN NEVADA**



People in the desert Southwest know about drought and what it is to suffer its impacts. For more than a decade, Colorado River communities have endured drought conditions that have dropped water levels in Lake Mead by more than 100 feet. Unfortunately, it appears that Mother Nature is not willing to stop her assault on the Colorado River. The latest water numbers released by the U.S. Bureau of Reclamation put 2013 on pace to be the worst water year since 2002, a year in which the Colorado River received less than one-quarter of its historic runoff. As a result, Lake Powell has declined to a level that requires the Bureau of Reclamation to reduce releases to Lake Mead by 750,000 acre-feet next year. To put that in real-world terms, there will be about 2.4 trillion gallons less water coming downstream in 2014 than there was last year. As a result, Lake Mead is projected to drop by another 25-30 feet by the spring of 2014. Unless the next water year is exceptionally good, the Bureau will reduce releases again in 2015, potentially causing Lake Mead to drop to its lowest levels since the construction of Hoover Dam in the 1930s.

The good news is that this crisis has brought about tremendous collaboration among the seven states that share the Colorado River, our federal partners and the country of Mexico. We have in place today agreements to share in the shortages and cooperatively use existing

facilities that would have been inconceivable 20 years ago. We are committed to continue to work with our partners on joint management solutions to this regional problem.

The businesses and residents of Southern Nevada have responded to the drought by demonstrating that a thriving desert community can conserve one-third of its water use while continuing to expand its population and economic base. Our community has also been willing to fund essential facilities to protect Southern Nevada's access to safe, reliable drinking water.

If the drought continues or intensifies, we face the possibility of losing the ability to draw water from our upper intake in Lake Mead before the third intake is completed. In order to ensure a reliable water supply, we have already begun work on modifications to our intake facilities and our engineers are examining additional projects that can be undertaken to assure that, even if we should face this challenge, Southern Nevada's water supply remains secure.

While we continue to do all we can locally, we are also reaching out to our partners on the river to look at what more can be done to protect the water supply for all Colorado River water users. More than 30 million people

“more than 30 million people and some of the country’s most important agricultural areas depend on the river.”

and some of the country’s most important agricultural areas depend on the river. We continue to pursue alternatives that make sense for everyone, such as increasing the amount of unused water stored in Lake Mead. With our partners in California, Arizona and Mexico, we have been putting acquired water in Lake Mead to combat lowering lake levels; however, more will need to be done to ensure that businesses and residents have access to the water they need.

Droughts also challenge communities financially. Over the last year, the Integrated Resource Planning Advisory Committee (IRPAC)—whose members were appointed by SNWA’s Board of Directors—has been meeting to form recommendations on how to pay for critical water facilities that serve our community. The committee represents a cross-section of community residents, businesses, chambers of commerce, and educational, environmental and financial sectors. The committee presented its funding recommendations to the SNWA Board of Directors in September. We are holding a series of public workshops in October to explain the committee’s process and outline its funding recommendations. A second phase of the committee will focus on developing recommendations on water resources, facilities, conservation and water quality. In next month’s issue, I will write again to detail the funding and financial management recommendations made by IRPAC.

One day, snow will again blanket the Rockies, the reservoirs will fill and the river system will recover. However, we do not know when we can expect that relief to come. We also do not know how much worse this drought will get before it gets better. I am sure of one thing, though: Southern Nevada and the other Colorado River basin communities will survive this. As we have done so many times before, we must continue to support one another. We have the ability, the creativity and tenacity to ensure that we make it through this trial, but we will have to do it together.



*By Patricia Mulroy
General Manager, Southern Nevada
Water Authority*





AND THE *honorees* ARE...

F

rom sole proprietors to multi-national *Fortune 500* companies, the Las Vegas business community is a spirited, creative and resilient group that showcases the diversity of Southern Nevada. This month, the Las Vegas Metro Chamber of Commerce and Nevada State Bank celebrate these businesses dedicated to making their customers happy, creating a better community, and improving the way we live and work. Through the Business Excellence Awards, sponsored exclusively by Nevada State Bank, the Metro Chamber recognizes these companies that demonstrate excellence through their everyday business practices. "We would not miss the chance to recognize the efforts of our local businesses and entrepreneurs," said Cassandra Johnson, SVP/Director of Sales for Nevada State Bank. "They are creating jobs, adding value to their community and helping Southern Nevada rebuild. We truly enjoy celebrating their success and giving them the opportunity to shine in the spotlight."



“they are creating jobs,
adding value to their
community and
helping southern
nevada rebuild.”

This year, the Metro Chamber changed things up on the nominations. We simply asked, “What makes your business excellent?” The diversity of the answers truly reflected the variety of the business community itself. From that pool, the selection committee ranked the top 25 businesses, which fell into five classifications illustrating how they represent business excellence:

THE TRAILBLAZERS – By creating new ways to engage and support the community, these businesses are instrumental in giving Southern Nevada a strong safety net and improving the quality of life for the people of Southern Nevada.

THE INNOVATORS – Taking an idea and putting an original spin on it is the heart of business creation; these companies take it one step further and show how it can be done in both traditional and emerging industries and businesses.

THE PACESETTERS – Setting the example for best practices in both small and large companies, these businesses are paving the way for new technology, community stewardship and corporate responsibility.

THE GROUNDBREAKERS – By leading the way in a post-recession economy, these organizations are redefining how to do business responsibly, give back to the community and foster sustainable, scalable methods for growing their businesses.

THE CULTIVATORS – Recognizing the importance of culture within an organization, these companies are piloting new approaches to inspiring and cultivating productivity, longevity and employee satisfaction.

In this special look into what makes these businesses excellent, you'll see creative approaches to a new economy, company culture and values that stood up against overwhelming obstacles, and innovative ways to carve out a distinctive place in the local, national and international business community.

Business Excellence AWARDS LUNCHEON

Celebrate the honorees and the nominees at this year's Business Excellence Awards Luncheon on Thursday, October 10, at the Paris Las Vegas Hotel and Casino. The luncheon will feature the awards presentation, a glimpse of the honorees, and a special moment recognizing all of this year's nominees. Tickets and tables are available by visiting LVChamber.com or calling 702.641.5822.

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THE TRAILBLAZERS

Advocacy, Impact, Compassion, Education, Vision

Communities in Schools of Nevada – Tackling one of Southern Nevada’s major issues, Communities in Schools of Nevada aims to decrease the high school dropout rate and improve attendance, behavior and overall academic performance with a “whatever it takes” approach. With the support of school staff, parents and community partners, the organization coordinates academic assistance, health and human services providers, leadership and life skills development and behavioral support directly to the students at their schools. It serves more than 26,000 Nevada students annually and consistently achieves significant results. Visit cisnevada.org or call 702.770.7611.

Global Experience Specialists (GES) – GES is a global events company, headquartered in Las Vegas, that produces trade shows, exhibits and experiences. Its customer service practices have earned the company recognition from J.D. Power and Associates for the last five years. In addition, GES empowers its employees and clients to preserve and improve the environment through powerful sustainability programs, incorporating it into its standard operating procedures and distinguishing it in its core values. Its commitment to a cleaner, more sustainable community and its dedication to customer service intertwined within it create a consistently positive impact on the Las Vegas community. Visit ges.com or call 800.424.6224.

HELP of Southern Nevada – HELP of Southern Nevada gives a sense of purpose and responsibility to homeless adults and youth, low-income families, people living with HIV/AIDS and at-risk pregnant women and mothers, as well as people living with disabilities, substance abuse issues and mental illness. Its educational courses, vocational training, life and social skills training, anger and money management, job placement and follow-up care help more than 103,000 clients every year overcome extreme obstacles and devastating experiences to cultivate valuable life skills and achieve a brighter, self-sufficient future. Visit helpsonv.org or call 702.369.4357.

NV Energy – Guided by a community-focused strategy, NV Energy supplies 80 percent of Nevada’s energy needs with its own generation and empowers the community through providing energy efficient programs, pursuing renewable energy initiatives, optimizing power plants to use less water and reduce their environmental impact, and engaging the community through its foundation and employee volunteers, who donated 39,500 hours to 263 non-profit groups and projects across the state last year. NV Energy also challenges its employees to create solutions that will improve processes, reduce costs and enhance performance. Visit nvenergy.com or call 702.402.5555.

Sunrise Hospital & Sunrise Children’s Hospital – Sunrise Hospital & Sunrise Children’s Hospital provide several critical components of health care delivery for the Las Vegas community and State of Nevada. It is Las Vegas’ largest acute care facility and includes an accredited chest pain center, the Nevada Neurosciences Center, and a CARF-accredited inpatient rehabilitation center. Sunrise Children’s Hospital is Nevada’s largest and most comprehensive children’s hospital. Through its wide-ranging services that provide vital health care needs to Nevada’s citizens and visitors, Sunrise Hospital & Sunrise Children’s Hospital are consistently at the forefront of medical science, innovation and helping to bring new services to the community. Visit sunrisehospital.com or call 702.731.8000.

THE INNOVATORS

Rethink, Transform, Revolutionize, Update, Retool

Caltrol – Caltrol is all about infrastructure – the valves, regulators, systems and materials that everyone uses to fulfill daily tasks and processes, including turning on a sink, opening a can of soda and putting gas in a car. Caltrol's innovative approach to their industry hinges on their employee engagement; the company is employee-owned and operated, giving Caltrol employees the opportunity to grow with the company and align their professional and personal goals. By having such an employee investment in maintaining the standards and productivity of their company, Caltrol has given a unique perspective on the process management industry. Visit caltrol.com or call 877.827.8131.

Guardian Elite Medical Services – As an ambulatory service and CPR/first aid training provider, Guardian Elite Medical Services takes on a new niche in the emergency services sector. It has taken an active role in providing event medical coverage, construction medics, set medics and event volunteers. It also partners with the Red Rock Search and Rescue team to ensure that all members of the team are provided with CPR/first aid/AED training and have the tools they need to carry out life-saving rescue operations. The organization also provides educational services and training on an as-needed basis throughout the community. Visit gemslv.com or call 702.262.2262.

HealthInsight Nevada – HealthInsight Nevada takes a different approach to supporting hospitals, physicians and post-acute care providers. A catalyst for disparate organizations to share information, HealthInsight operates and manages HealthHIE Nevada, a community health information exchange, so physicians and other care providers can effectively assist patients and families. The organization also assists and supports skilled nursing facilities in preventing unnecessary hospitalizations and assisting underserved pregnant women. HealthInsight's innovation hinges on its mission to act as a communications hub to improve health care systems in the community. Visit healthinsight.org or call 702.385.9933.

TheOfficeSquad – Originally a part-time bookkeeping service, TheOfficeSquad quickly discovered that small business owners needed more than that. It created a “plug and play” service for small businesses to tap into a broad network of resources, including virtual offices, bookkeepers, administrative assistants, marketing consultants and business advisors, available when clients need them to maximize their productivity and reduce costs. This innovative approach to finding a niche in small business needs, coupled with TheOfficeSquad's strong desire to see local small businesses succeed, gives them a unique place in the Las Vegas business scene. Visit theofficesquad.com or call 866.602.3646.

UBIQUITA – Rethinking the idea of a communications and IT provider, UBIQUITA gives each employee a voice in the company and challenges them to make a difference in the customers' experiences. Answering each call without an automated menu, having senior management visit with clients regularly, and creating strong brand loyalty from employees and customers are just a few of the ways that UBIQUITA has put the people in front of technology, something not always industry-standard in the technology field. Visit ubiquita.com or call 702.457.5771.



THE PACESETTERS

Leadership, Foresight, Paradigm-Busting, Guidance, Originality

Cannery Casino Resorts – A privately-owned, family-run business, Cannery Casino Resorts sets an example for community contribution, employee support and generosity. During the recent Carpenter 1 fire, Cannery Casino Resorts was one of the first responders to help with the displaced residents, moving evacuees into their hotel rooms. It also continually ranks as one of the most successful blood drive collection points with United Blood Services. The company also adopts three underprivileged schools in their neighborhood each year and supports employees through a group approach to customer service, workplace wellness programs and employee support programs. Visit cannerycasinos.com or call 702.856.5100.

Comprehensive Cancer Centers of Nevada – Comprehensive Cancer Centers takes the lead on transforming medical care in Southern Nevada by not only providing excellent customer care to patients and their families, but also pioneering new ways to support those in the community affected by cancer and blood disorders. It founded the O'Callaghan Resource Integrated Oncology Network Cancer Foundation to assist individuals experiencing financial hardship while undergoing cancer treatment in Southern Nevada, and one of its pediatric oncologists founded Southern Nevada's first Pediatric Survivorship Clinic. The organization's oncologists have also taken part in research trials that have resulted in the development of 43 out of 48 approved cancer therapies from the Food and Drug Administration. Visit ccnevada.com or call 702.952.3350.

Encore Upholstery & Design – During the height of the Great Recession, Encore Upholstery & Design emerged out of the founder's garage. Taking the worst of times and beginning a business was a risky venture, but paid off as the company found a niche in the market to which they were uniquely suited; the company now has more than 20 employees with a 13,000-square-foot showroom and facility. Specializing in high-end restoration and reupholstery work, the company works with major gaming companies and ships custom furniture all over North America. Visit encoreupholsteryanddesign.com or call 702.245.5957.

Three Square Food Bank – Since 2007, Three Square has been a major player in the fight against hunger in the Southern Nevada community, serving more than 600 programs and agency partners through its food collection sites. Earlier this year, the organization launched a fundraising campaign with the sole mission of eradicating childhood hunger, which raised more than \$2.6 million in an effort that rallied the community, drew attention to how widespread the effects of hunger are on a child's upbringing and solidified Three Square's position as a leader in the Southern Nevada community support system. Visit threesquare.org or call 702.644.3663.

National Atomic Testing Museum – The National Atomic Testing Museum, the only Congressionally-mandated national museum in Nevada and one of only 37 national museums created by Congress and enacted by public law, informs and educates the public on the importance of the Atomic Era on the Las Vegas community and world history. Aside from the science of the Atomic Era and the effect it had on Las Vegas tourism, the museum examines how the Atomic Era impacted everything from the modern military and Homeland Security forces to current-day nuclear testing and development. The quality of the experiences imparted by the museum is an exemplary way to share and appreciate the rich and vibrant history of Las Vegas. Visit nationalatomictestingmuseum.org or call 702.794.5151.



THE GROUNDBREAKERS

Bold, Trendsetting, Forward, Spearheading, Inspired

Las Vegas Sands Corp. – The Las Vegas Sands Corp., a *Fortune* 500 company and one of the leaders in destination properties, is diversifying and breaking new ground in the company's sustainability objectives. Through its Sands ECO360° program, it aims to reduce the environmental impact in the areas of green building, environmentally responsible operations, green meetings and stakeholder engagement. Since the program began in 2010, the company has reduced carbon emissions and water consumption, and has one of the highest recycling rates on the Strip. Visit sands.com.

R & D Events – R & D Events carved out a fresh, forward-thinking approach to the event planning business, while staying true to their passion for community involvement. The company provides team building events that incorporate and showcase the sights and culture of the Las Vegas community. It also offers Corporate Social Responsibility events, which are specially-developed events that give back to the local community. The company also donates a portion of their profits to sustainability efforts. Visit rndevents.com or call 702.370.5205.

The Shade Tree – The Shade Tree is the largest shelter helping victims of violence in Nevada, and includes assistance in work placement, rebuilding lives and transforming victims into survivors. The Shade Tree also took one step further in keeping families together by introducing Noah's Animal House, a sanctuary for the animal family members of The Shade Tree. By helping to keep the affected family members (including pets) together, The Shade Tree has helped motivate and provide assistance to those in unbearable situations to create new opportunities and a unique support system for them. Visit theshadetree.org or call 702.385.0072.

Whoa! Foods – Whoa! Foods is an inspired account of entrepreneurship and a moving story of giving back. It began with its founder making English toffee for her son, who was serving as a combat soldier in Afghanistan. When he was tragically killed in action, she channeled her grief into motivation and created Whoa! Foods. Since then, she joined forces with a business partner and has expanded distribution locations into hotels and local retail outlets, with plans to distribute nationally. A percentage of the company's earnings are contributed to the Douglas J. Green Memorial Foundation, named after the founder's son. Visit whoafoods.com or call 702.204.6602.

truDERMA – truDERMA describes themselves as a company that is about solving specific problems and not chiming in with another 'me too' option. Through careful research and product development, truDERMA has taken its passion for healthy living and helping others achieve life-changing goals by channeling that into a nutraceutical and cosmetic packaged goods company specializing in weight loss assistance. It has grown into national retail markets, with its base of operations staying in Las Vegas, remaining close to its small business ideology of customer satisfaction. Visit truderma.com or call 855.479.2700.



CULTIVATORS

Culture, Experience, Development, Environment, Enrichment

Business Minders – The culture of Business Minders can be summed up with a quote used in their nomination from Mary Poppins: “In every job that must be done, there is an element of fun.” Providing bookkeeping, tax and registered agent services, as well as working with other small business service providers, gives the company a culture of connections, collaboration and camaraderie across not just its staff, but other small business service providers. By projecting this connectivity culture to its employees, as well as multiple businesses in its network, Business Minders reinforces its values both within and outside of its organization. Visit businessminders.com or call 702.641.0741.

Colliers International – In one of the hardest hit sectors of the Great Recession, Colliers International maintained an outstanding culture of enthusiasm and customer satisfaction. As a recognizable brand in commercial real estate, Colliers International encourages the enterprising spirit within its employees, driving its team to take initiative, think creatively and collaborate using every employee’s expertise to create the best possible employee outcomes. During the recession, Colliers International was able to solidify business relationships and helped navigate clients through the economic downturn with the confidence of their team’s collective experience. Visit colliers.com/en-us/lasvegas or call 702.735.5700.

Commercial Roofers – A company dedicated to its employees, many of whom sit on a roof in 110-degree temperatures, Commercial Roofers sponsors safety fairs, employee appreciation events, an annual baseball evening and provides scholarships to its employees for continuing education. It is also a previous winner of the *In Business* “Best Places to Work,” an accolade it earned during the Great Recession. Last year, the company also offered an opportunity to any staff member to participate in the “One Day to Feed the World Event,” in which Commercial Roofers’ employees contributed more than \$14,000. Visit commroof.com or call 702.876.1777.

Dignity Health – St. Rose Dominican Hospitals – Using their belief that modern medicine has the power to cure, but humanity holds the power to heal, Dignity Health – St. Rose Dominican Hospitals challenges its physicians and staff to create positive experiences every day for patients and their families. Empowered by this belief, staff members routinely go above and beyond to create healing experiences, such as “Tea at Two” at the Siena Campus, where a nursing assistant dons an apron, brews tea and tours the unit to serve her patients and their families. The organization was ranked as Best Hospital in the 2013 “Best of Las Vegas” poll and ranked as a 2013 “Top Workplace” by the *Las Vegas Review-Journal*. Visit strosehospitals.com.

Seven Hills Orthodontics – Seven Hills Orthodontics’ employees “never stop smiling.” During National Children’s Dental Health Month in February, the staff rallies at several local elementary schools to give presentations on oral health. They are also empowered to become involved and enthusiastic with each patient to help improve their confidence along with their smile, as well as strengthen the next generation of dentists and orthodontists by providing students with the opportunity to visit the offices and shadow the doctors and staff members. The doctors of Seven Hills Orthodontics also teach at the UNLV School of Dental Medicine. Visit lvbraces.com or call 702.878.2799.

member insights

The economy in Las Vegas is coming back and I encourage all Chamber members to get involved and stay involved. It is the people we do business with in the lean times that will get us all through, and when times do get better, we will all look around and be mindful of those of us who were there for each other.

[Steve Orrico, Territory Rep - Republic Services \(A\)](#)

Empowering my staff to make decisions. We have a very stringent hiring process for a small company - one phone interview, two face-to-face interviews and a personality test. We hire professionals and then treat them professionally. Sounds simple, but a lot of owners can't give up that control.

[Ronda Henderson, Principal - Service Point \(B\)](#)

The number one thing that is a prerequisite to success is confidence. The way you carry and sell yourself goes a long way with the people you do business with. If you're not confident in yourself, how can they be confident in you?

[Alex Barnett, Special Events Sales Manager - Vintner Grill, Vintner Grill The Strip \(C\)](#)

Anticipation. Your customer has many options from which to choose. If you anticipate their needs before they even know them, you become a valued partner versus a vendor. This will improve client satisfaction and retention while allowing you to focus on the next sale instead of putting out fires.

[Parker E. Elmore, President and CEO - Odyssey Advisors \(D\)](#)

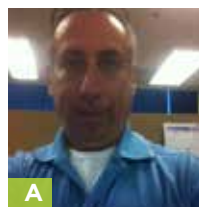
Training and repetition are fundamental components of success. When you feel you've said something a million times - say it again. Be consistent and repetitive. Try an organized short roll call; we have a "huddle" every morning. Those who fail to prepare, should prepare to fail. Repetition helps prepare!

[Dida Clifton, CEO and Founder - TheOfficeSquad.com \(E\)](#)

The most important ingredient to my success has been belief in myself. As entrepreneurs, we must learn to be courageous optimists. I also firmly believe in going the extra mile for my customer.

[Derek Smoot, President - Dapper Industries \(F\)](#)

WHAT'S YOUR SECRET TO EXCELLENCE IN YOUR BUSINESS?



A



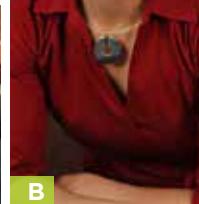
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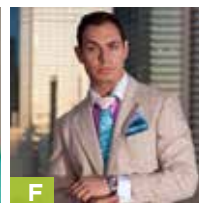
E



F



G



F



G

To achieve excellence in the healthcare industry, you must strive to be the foremost expert in your field. Through research and publishing results in key medical journals or professional society publications, you build credibility among the medical community and learn valuable new insight to treat patients.

[Tam Nguyen, MD, Radiation Oncologist - 21st Century Oncology \(G\)](#)

I have a few secrets to excellence in banking such as "change is never popular but our survival depends on it." Regardless to how difficult things might become, I do not forget how lucky I am to do my job daily and enjoy it. When given input, I listen, accept and respond to gain improvement. I try to remain visibly positive at all times and maintain a "never give up" attitude. The best way to stay focused is to keep a keen eye on the long run.

[Cassaundra Johnson, SVP/Director of Sales, Nevada State Bank](#)

what's happening

PLACES TO BE. PEOPLE TO MEET. THINGS TO KNOW. IN **OCTOBER**

business excellence awards luncheon

OCTOBER **10**

how to register:

Visit LVChamber.com and
click on the Events Calendar.

Call 702.641.5822.

01

TUESDAY, OCTOBER 1 VYP MORNING BUZZ

Enjoy a light breakfast and meet VYP Ambassadors and the Advisory Council for an informal Q&A session.

7:30 – 8:30 a.m.

The InNEVation Center

6595 Edmond St.

Las Vegas, NV 89118

Complimentary

07

MONDAY, OCTOBER 7 CHAMBER CONNECTIONS

Join this established dedicated leads group made up of professionals from a variety of industries. Limited openings available; call for space availability.

5:30 – 7:00 p.m.

Holiday Inn Express Hotel & Suites

6220 S. Rainbow Blvd.

Las Vegas, NV 89118

\$120 every six months. Chamber members only.

07

MONDAY, OCTOBER 7 VEGAS YOUNG PROFESSIONALS TOASTMASTERS

The VYP Toastmasters group is for all members to aid in the development of speaking, presentation and leadership skills.

6:30 – 8:00 p.m.

Usr lib (In the Emergency Arts Building)

520 E. Fremont St.

Las Vegas, NV 89101

FREE for guests

\$60 to join, \$36 every six months.

08

TUESDAY, OCTOBER 8 CHAMBER VOICES TOASTMASTERS

Become a better speaker and a more effective presenter by joining Chamber Voices Toastmasters. Open to all members.

10:45 a.m. – Noon

Penta Building Group

181 E. Warm Springs Rd.

Las Vegas, NV 89119

\$54 every six months. Guests always complimentary.

08

TUESDAY, OCTOBER 8 CHAMBER CONNECTIONS

Join this established dedicated leads group made up of professionals from a variety of industries. Limited openings available; call for space availability.

5:30 – 7:00 p.m.

Las Vegas Metro Chamber of Commerce

8363 W Sunset Rd. Ste. 250

Las Vegas, NV 89113

\$120 every six months. Chamber members only.

09

WEDNESDAY, OCTOBER 9 SOUTHERN NEVADA WATER AUTHORITY BUSINESS-TO-BUSINESS DISCUSSION

Join the discussion about possible future water rate changes.

3:00 – 5:00 p.m.

Historic Fifth Street School-Auditorium

401 South Fourth Street

Las Vegas, NV 89101

Complimentary

00 - CHAMBER EVENT

00 - VYP EVENT



10

**THURSDAY, OCTOBER 10
BUSINESS EXCELLENCE AWARDS LUNCHEON**
Honor the trailblazers, pacesetters, cultivators, groundbreakers and innovators in our business community.
11:30 a.m. - 12:00 p.m. Registration
12:00 - 1:00 p.m. Program
Paris Las Vegas
3655 Las Vegas Blvd. S
Las Vegas, NV 89109
\$55 Members, \$70 Non-Members
\$550 table of 10
Exclusive Sponsor: Nevada State Bank

17

**THURSDAY, OCTOBER 17
BUSINESS BLEND MIXER**
It's "game on" for new business connections for VYP and Metro Chamber members. Build your network and promote your business as you take in the open seating, amazing views, and inviting environment of The View, set atop the Fantasy Tower of the Palms Casino Resort.
5:30 - 7:30 p.m.
The View at Palms Casino Resort
4321 W. Flamingo Rd.
Las Vegas, NV 89103
Complimentary for Chamber and VYP Members.
VYP Presenting Sponsors: Chamber Insurance & Benefits, Wells Fargo, Cox and UnitedHealthcare
Mixer Sponsor: VegasInc

21

**MONDAY, OCTOBER 21
EGGS & ISSUES FEATURING
U.S. CONGRESSWOMAN DINA TITUS**
Congresswoman Titus will address important federal issues impacting the Southern Nevada business community and participate in a Q&A session.
7:30 - 8:00 a.m. Registration
8:00 - 9:00 a.m. Program
Palms Casino Resort
4321 W. Flamingo Rd.
Las Vegas, 89103
\$40 for members, \$55 for non-members
\$400 for a table of ten
Sponsors: Chamber Insurance & Benefits, CenturyLink, Sunrise Health System, Touro University, Southwest Gas, Miracle Mile Shops at Planet Hollywood

21

**MONDAY, OCTOBER 21
CHAMBER CONNECTIONS**
See October 7 for details.

22

**TUESDAY, OCTOBER 22
MORNING MINGLE**
Maximize your Metro Chamber membership by attending this breakfast hosted by the Prospectors, who give firsthand accounts of how they used the Chamber to build their businesses.
7:30 - 8:00 a.m. Check-in & Networking
8:00 - 9:00 a.m. Program
SpringHill Suites by Marriott
Las Vegas Convention Center
2989 Paradise Rd.
Las Vegas, NV 89109
Sponsored by: Chamber Insurance & Benefits, Office Depot, NV Energy

22

**TUESDAY, OCTOBER 22
CHAMBER VOICES TOASTMASTERS**
See October 8 for details.

north las vegas

FILLING THE SHOES OF GIANTS!

BY MAYOR JOHN LEE
CITY OF NORTH LAS VEGAS

A

few years ago, I was traveling when I got a call from a good friend of mine. During the conversation, he said, "John, my father's ranch is just down the road. Would you like to go visit with him?" As a young paperboy for the *Valley Times*, I was first introduced to the industry giant E. Parry Thomas when I saw his name and banking business ventures featured in the newspaper.

I eagerly accepted the invitation and spent part of the day touring a magnificent ranch while sitting beside a true Giant and founder of our contemporary business community. Conversing with a man who financed and shaped the growth of our valley was incredibly inspiring and has profoundly impacted my vision for the future. E. Parry Thomas is a Giant.

As I returned home I wondered – where have all the Giants gone? Retirement, death and multinational business interests have robbed the valley of some of our great business and political thinkers, planners and visionaries who worked together to build our region. Despite the loss of so many of these Giants, we still have potential all around. During my campaign for Mayor, I was deeply impressed by the brilliant, industrious, and visionary people I met – and I knew I was in the presence of potential future Giants.

The preparation of these future Giants will continue as they learn valuable lessons through personal efforts fueled by their committed passion. While the future shapes potential Giants, the present needs Giants to step up. We quote great leaders and try to emulate their lives, but how many of us are ready to step up and assume their mantles? Our community and state truly stand at the crossroads of our future – a future that depends on whether our leaders are committed to actively engaging in an investment of their time, energy and talents into solving our most pressing problems.

We must become Giants! Giants make the hard decisions where long term success is born from temporary discomfort. Giants soar above partisanship with an eye single to the common good. Giants are attractors, not dividers. Giants see opportunities where others see only losses. Giants understand the power of the collective and seek to elevate and mentor young Giants. Giants see other Giants as assets, not liabilities. In many ways, inside all of us is potential to become a Giant, and now is the time to stop just talking and start acting. We must look within our community for the solutions to our problems. The economic crisis serves as a brutal wake-up call that North Las



Vegas must solve its problems, and our region's future must be reliant on the collective efforts and success of our local municipalities. Our region has the resources, we have proven the innovation, we are positioned to take risks, and we are capable of making the hard choices. Rebuilding our region begins with North Las Vegas – our turnaround town.

The past Giant Albert Einstein reminds us, "We cannot solve our problems with the same level of thinking that created them." As Mayor, we have giant resources and giant opportunities. We are going to leverage our assets, like our world class air force base. We can begin with calling our community "North Las Vegas: The Home of Nellis Air Force Base." Our state-of-the-art VA Medical Center positions us to be a national leader in geriatrics and biomedical research; our large swaths of prime real estate make us a perfect hub for logistics, integrated manufacturing-distribution, assembly manufacturing and transportation. In addition, our proximity to the Nevada Test and Training Range positions us to lead the world in remote drone testing and development. Our shared opportunities are huge and require Giants to step up, because tomorrow's successes will be built upon the collective action and courage of today's visionary Giants working together.

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customerservice@digitallizard.com
or Call 866-494-6155 To Get Started!

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spotlights

(B) Brian Brannman

Chief Executive Officer - University Medical Center

Brian Brannman previously served as the Chief Operating Officer of University Medical Center from April 2008 - June 2011. He retired from the U.S. Navy in 2007 as a Rear Admiral. Prior to his retirement, he served as Commander, Navy Medicine West and concurrently as Commander, Naval Medical Center, San Diego. He earned his undergraduate degree in health care administration from Southern Illinois University while also attending the Naval Postgraduate School at Monterey, earning a Masters of Science in Administrative Science.

(A) Shelby Keefer

CPA - Managing Partner - Serl Keefer Welter CPAs

Shelby Keefer has more than 25 years of public accounting experience working with individuals and businesses to provide tax and accounting services. She has served the community on many non-profit boards and is currently treasurer of Legal Aid Center of Southern Nevada. She earned her Bachelor's in Business Administration- Accounting from the University of Minnesota and has been a resident of Southern Nevada since 1988. She enjoys reading, bow hunting and the outdoors.



(D) Jim Murren

Chairman of the Board and CEO - MGM Resorts International

Jim Murren is chairman of the board and CEO of MGM Resorts International, one of the world's leading development companies in gaming, hospitality and entertainment. Murren has enjoyed a distinguished career with the company, having held positions as executive vice president, chief financial officer and president. Prior to MGM Resorts International, he spent 14 years on Wall Street. Murren and his wife, Heather, are very active in the community.

(C) Kristen Castellanos

Business Manager/Partner - Tradewinds Mechanical

Kirsten Castellanos has managed a variety of small businesses in the Las Vegas Valley over the past 15 years. She possesses a dual degree in Business Administration and Business Management from University of Phoenix and has worked in the fields of advertising, medical, construction and real estate. Castellanos has been active in the community for many years with various charities, currently volunteering as a Court Appointed Special Advocate in the Clark County foster care system with seven years of service.

president's
club

Bob Linden**President – Shred-It Las Vegas**

Bob Linden has been a Las Vegas Metro Chamber of Commerce member since he started Shred-it Las Vegas in 1999. He currently serves on the Government Affairs and Prospectors committees and is past president of the Prospectors and Business Council. He has also served on the Customer Service Excellence committee. Shred-it was recognized by the Metro Chamber Business Excellence Awards in 2008 as Green Business of the Year and by the Nevada Psychological Association as a Psychologically Healthy Workplace.

Laurie Indvik**Executive Director –****CompassionCare Hospice**

CompassionCare Hospice is a business committed to providing superior physical care, as well as emotional and spiritual care, to patients with life-limiting illnesses. Hospice services can be provided to patients in their own homes, or wherever the patient and loved ones need help. Prior to her promotion to Executive Director, Laurie Indvik was Director of Business Development for CompassionCare Hospice. Laurie is a native of Minnesota, and has lived in Las Vegas for the past five years.

Anthony Greenway**Operations Manager –****American Medical Response**

Tony Greenway has more than 15 years of experience in pre-hospital care and emergency transportation services. He has worked across the country for EMS agencies and was an adjunct faculty member of Northeastern University's Institute for EMS. He has taught Paramedics throughout the United States. Greenway is a board member on the Southern Nevada Health District's (SNHD) Medical Advisory Board (MAB).



executive
level

Seth Ahlborn**Headmaster – Henderson International School**

Seth Ahlborn develops a diverse talented staff and guides innovative curriculum implementation. With the motto 'Students First,' he leads enrollment and community service programs. A private school leader for 23 years, he studied advanced math for teachers at University of New Hampshire, and holds a Master of Science degree from the University of Wisconsin at Madison, and a Bachelor of Arts degree from the University of North Carolina at Chapel Hill.

Rena Loughton**Secretary/Officer – The Charles Marshall Foundation**

Rena Loughton is a Las Vegas native who graduated from University of Nevada, Las Vegas with a dual-BS in Science and Clinical Laboratory Science with a minor in Chemistry, and VP of FBLA. She is an active member of our community participating in various events. Currently, she serves as the Secretary/Officer of the Charles Marshall Charitable Foundation, which provides supplies to local schools, hospitals and research facilities.

Isabell Yssassi Godinez**Owner – Renu Oil of America, Inc.**

The birth of Renu Oil of America's "green" movement began in 1998 with owner Isabell Yssassi Godinez's late husband and company founder, Todd House. Following his death in 2008, Godinez and her children stepped in to help operate and manage the business. Since that time, Renu Oil of America, Inc. has tripled in size and has expanded to include a number of recycling programs.

your scene | you're seen



business power
luncheon with u.s.
senator harry reid



More than 400 Chamber members heard U.S. Senate Majority Leader Harry Reid give his perspective and insight into federal legislation impacting the Las Vegas business community, including healthcare reform, immigration reform, international trade and travel, and Interstate 11.



business after hours
at the act nightclub

Nearly 200 Chamber members got into the “act” of creating business connections during Business After Hours. Guests were treated to an evening of taking in the unique ambiance and performance artists as they built new business relationships with one another.

Each month, the Metro Chamber highlights staff members and volunteers from its councils and committees. The staff and volunteers make the Metro Chamber a vibrant, continually forward-moving organization. Be sure to introduce yourself the next time you see them.

COUNCIL SPOTLIGHT



Debra Solt, Chair, Business Excellence Awards

Debra Solt serves as chairman of the Business Excellence Awards committee on the Metro Chamber Business Council, as well as president-elect for the Council. Under her direction, the Business Excellence Awards received a record number of nominations and expanded to include more of the creative, diverse businesses that comprise the business community in Southern Nevada.

Solt is the Director of Workforce Training & Economic Development for Vegas PBS, a company continually recognized by national organizations for its pioneering efforts in communications, community development and economic diversification. In her role with Vegas PBS, Solt oversees its comprehensive workforce training and adult education program, Vegas Virtual Online; partners with the Clark County School District for mentorship programs; obtains grants from major organizations, such as the Caesars Foundation, MGM Grand and NV Energy, to enhance the quality of Southern Nevada's workforce and help people get back to work; and helps align Vegas PBS' services and goals with those of Governor Sandoval's economic development plan, the Department of Business & Industry, and other organizations. Solt was recognized as a 2013 "Woman to Watch" and most recently received the Training Leadership Award at the World HRD Congress 2013.

METRO CHAMBER BUSINESS SERVICES TEAM



Kaysey Thompson

In her role at the Metro Chamber, Kaysey welcomes guests and members, and acts as the first line of communication when someone calls the Chamber. She recently moved to Las Vegas from Denver, where she worked at the Denver Metro Chamber of Commerce. Her favorite part of working at the Chamber is the pride she takes in being part of an organization that speaks out on behalf local businesses. During her free time, Kaysey enjoys scrapbooking, running and making jewelry.



Aliesha Wright

Aliesha has been with the Metro Chamber for seven years, and assists with various business needs, including notary services and certificates of origin, for Chamber members, volunteers and staff. She enjoys assisting Chamber members with the business center and customer service needs they have. In her spare time, she enjoys skydiving and travel, and just returned from a trip to London and Paris.

member news

PRESIDENT'S CLUB MEMBER | EXECUTIVE LEVEL

The Las Vegas Metro Chamber of Commerce is proud to provide members with a place to publish their current announcements. Email news items to pr@lvchamber.com or fax to Public Relations at 702.735.0320.

upcoming events

The Conservation District of Southern Nevada invites the community to attend the Second Annual Solarbration Solar Festival on Saturday, October 5, at the **University of Nevada Cooperative Extension** Lifelong Learning Center located at 8050 Paradise Road. The purpose of the festival is to blend art, technology and outreach to promote renewable energy, inspire conservation and support sustainable communities.

congratulations

Trosper Communications, LLC recently received an Award of Distinction in the Web Based Production category for its video of the history of the Professional Fire Fighters of Nevada at the 2013 Videographer Awards.

The 2014 edition of The Best Lawyers in America, the legal profession's oldest and most respected peer-review publication, includes ten attorneys from the Las Vegas office of **Brownstein Hyatt Farber Schreck**.

Snell & Wilmer attorney, Aaron D. Ford, was recognized as the Best Senate Freshman by the **Las Vegas Review-Journal** and was named Rookie of the Year by the **Reno Gazette Journal** for his role as a Nevada State Senator during the 2013 Nevada State Legislative session. The firm also announced 13 of its Nevada attorneys were recently included in The Best Lawyers in America® 2014 publication.



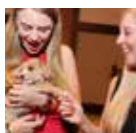
The International Association of Gaming Advisors (IAGA) honored Robert Faiss, chair of **Lionel Sawyer & Collins'** gaming and regulatory law department, during the Global Gaming Expo for his work on IAGA's Shannon Bybee Scholarship Awards committee and his extensive contributions to IAGA and gaming law.



Carole Fisher, president and chief executive officer of **Nathan Adelson Hospice**, was recognized as the Non-Profit Healthcare Hero at the eighth annual Healthcare Heroes event for Southern Nevada.

Twenty attorneys from **McDonald Carano Wilson LLP** have been included in the 2014 Best Lawyers in America guide.

community service



The **Nevada Broadcasters Foundation** raised \$40,000 for the Tony and Linda Bonnici Broadcasters Scholarship Program during silent and live auctions at its 18th Annual Hall of Fame Gala. The most popular "item" in the auctions was a terrier mix donated by The Animal Foundation.



Associated General Contractors of Las Vegas President Steve Brooke recently presented Kallyse Duddleston with the 2013 Michael T. Martin Scholarship Award. Duddleston was selected based on her leadership, integrity, creativity, dedication and studiousness along with her desire to enter a career in construction.

wheeling and dealing

The consulting firm formerly known as Primoris Benefit Advisors has expanded its brand and is now **Odyssey Advisors**. The firm also announced its new location at 3960 Howard Hughes Pkwy, Suite 500.

Right Lawyers has opened a new office at 600 S. Tonopah Drive, Suite 300.

The Law Office of James Dean Leavitt has moved to 601 S. 10th Street, Suite 106.

The **Southern Nevada Home Builders Association** is now located at 4175 S. Riley St., Suite 100.

Village Square welcomes seven new businesses to its center. Some expanding from other parts of town and others providing a unique experience for Las Vegas, the new businesses include Settebello, Pisces Reef Fish Emporium, Avery's Coffee, Blow-n-Go, Orange Theory Fitness, Summits Yoga and Xelement Music & Dance.

Ecotech announced it has rebranded itself to **The Cool Crew**.

announcements

Catholic Charities of Southern Nevada appointed Steve Meriwether as vice president of plaza services.



Nevada State Bank named Cheryl Marshall vice president/branch manager for its Craig and Clayton branch.



Burke Construction Group welcomed Jorge Alarcon as a project manager within its West/Southwest Division. Scott Bonebrake also was promoted to project manager in the same division.



John Wilcox, Nevada regional executive of **City National Bank**, has been elected to the board of directors for **United Way of Southern Nevada**.



Park Place Infiniti welcomed Joe Tortomasi as the new general manager of its Sahara Avenue dealership.



CIM Marketing Partners has expanded its public relations department with the addition of Amy Veloz as senior public relations manager.

Adam R. Fulton joined **Brownstein Hyatt Farber Schreck** as an associate in the litigation group.

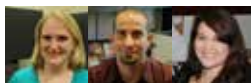
Loizzi and Associates announced the addition of attorney Curtiss S. Chamberlain Esq. to its practice.



Char Lipston is the newest member of the **Millenium Staffing and Executive Search Group**, taking the executive corporate liaison position.



The law firm of **Jeffrey Burr** welcomed Michael D. Lum as associate attorney.



Gerety & Associates, CPAs announced Hayley Jensen and Keith Westergaard have joined the firm as staff accountants and Jennifer Rosario has joined as executive assistant.

The **Alexander Dawson School at Rainbow Mountain** announced Dal Sohi as the new headmaster in time for the 2013-14 school year.



Alisha Morgan has joined **Nevada Compliance Division** as the compliance and evictions director.



The Equity Group welcomes Neal Anzalotti as vice president, and Tyler Mays, Jason Brooks and Steve Neiger as senior brokerage associates.

Catholic Charities of Southern Nevada announced the appointments of Marcus Valerio as vice president of finance and Chelsea Brown as manager of planned giving and special events.

Traci Roberts has been brought on as director of business development at **Clubhouse News Network**.

Applied Analysis promoted Rachel Stevens to senior analyst.

PROFESSIONAL PRACTICE BANKING

HEALTHCARE
BANKING



JURIS
BANKING



Medical and legal practices need experienced banking professionals who speak their language.
Our professional banking groups know your industry and can provide products and services specifically designed with you in mind.

To get the conversation started
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a prescription for workplace wellness

**MAKE WORKPLACE WELLNESS
WORK FOR YOUR BUSINESS**



**CiB CHAMBER
INSURANCE
& BENEFITS**

W

orkplace wellness programs have been long touted for their contributions to a positive work environment, employee morale and overall employee health. These programs can decrease preventable illnesses through various information campaigns and other initiatives, help create more employee activity and decrease sedentary lifestyles, and raise

awareness about diet, exercise and stress. Workplace wellness programs are varied in the benefits, ideas and initiatives they encompass, but not all of them are feasible for small businesses. Here are a few simple low-cost or free ideas and initiatives you can implement at your business that may help boost workplace health and employee morale:

- If you offer health insurance, check with your insurer to see if they have workplace wellness programs provided with coverage. Utilizing the tools you're already paying for is a great start to implementing a workplace wellness program.
- Download the Worksite Wellness Kit from the Southern Nevada Health District's GetHealthyClarkCounty.org website. The kit has five different sections, including physical activity, nutrition counseling and tobacco prevention, to help you develop a workplace wellness program.
- Implement walking meetings or schedule daily walk breaks to increase movement and mobility and decrease sedentary time, as well as enhance employee camaraderie.
- Provide filtered water to encourage employees to drink more water and stay hydrated throughout the day.
- If you have vending machines in break areas, replace some of the offerings with healthier foods, or post the nutritional information on a poster nearby so employees can make informed choices.
- Develop an employee cookbook of nutritious recipes or hold a company-wide recipe exchange.
- Hold contests for different wellness initiatives throughout the year, including health trivia games, interdepartmental challenges and other long-term and short-term contests and incentives.

- Introduce different "Lunch and Learn" sessions with videos, guest speakers and webinars and have employees bring a healthy lunch with them.
- Provide a designated bulletin board or space for health information – flu shot clinic locations, employee recognition for excellence in workplace wellness engagement, upcoming community walks, etc.
- Go social with your workplace wellness initiative through free online tools like CafeWell.com. You can also use your company's blog and social media to document progress and employee engagement.

Engage your employees and find out what interests them, and what would motivate them to participate in a workplace wellness program. Implementing a program now could save money in employee health costs and time off, increase productivity and morale, and improve the quality of life for your employees.

This information is brought to you by Chamber Insurance & Benefits, administrator of the Chamber Health Plan. For information on insurance coverage options for your business, go to ChamberIB.com.

SPECIAL

Legal
Opinions

REPORT

A Resource of Doing Business in Nevada

November 2013

The November issue of *Nevada Business Magazine* will include a special feature written by some of the state's most prominent attorneys and addressing issues of concern to those doing business in Nevada.

Call an account executive for information on being featured in this special report.



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COLLISION AUTHORITY

Collision Authority, the largest independent auto body group in Nevada, marked the opening of its sixth location in the Las Vegas area at 3024 Fremont St. It now has a shop in every area of town. Call 702.566.5000 or visit collisionauthority.com.



PC VILLAGE SQUARE

Together with the Las Vegas Chapter of St. Jude Children's Research Hospital, 2013 Traveling Hearts of Las Vegas artists Michael Godard and Don Michael, Village Square welcomed the collection of 10 artistic human-heart sculptures to Village Square for the entire community to enjoy. Visit govillagesquare.com.



A GARDEN FLORAL

A Garden Floral celebrated its world-class design, unexpected service and inspiring value at the Bridal Expo. It is located in the all new Tropicana Las Vegas. This all-occasion florist offers premium designs and gift baskets with same-day delivery and can accommodate all special events. Call 702.419.7525 or visit agardenfloral.com.



NEONBRAND

NeONBRAND is proud to announce the grand opening of its company in Las Vegas, located at 723 S. Third St. It specializes in website design, search engine optimization and social media. Please call 702.706.NEON or visit neonbrand.com.



OPERATION HOMEFRONT

Operation Homefront - Nevada announced its grand opening at 4720 Wynn Rd. It provides emergency financial and other assistance to the families of its service members and Wounded Warriors. Call 702.449.9987 or visit operationhomefront.net/Nevada.



THE RAPE CRISIS CENTER

The Rape Crisis Center commemorated its recent move to 801 S. Rancho Dr. The non-profit organization is committed to providing crisis intervention, advocacy and support to those affected by sexual violence. Its hotline number is 702.366.1640, and is available 24/7. Visit therapeccrisiscenter.org.

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PC FIRESTONE COMPLETE AUTO

Firestone Complete Auto announced its 11th store opening in the Las Vegas market, located at 1955 Rock Springs Dr. Call 702.403.1002 or visit firestonecompleteauto.com.



THE DOG & PONY SHOW, INC.

The Dog & Pony Show, Inc., a nationally recognized Grammy and Emmy Award-winning creative audio studio, celebrated 10 years of making noise in the Las Vegas Valley. DnP specializes in audio for games, film, interactive exhibits, television and advertising. Call 702.252.0251 or visit dogandponystudios.net.



WORLD PROFESSIONAL BILLIARD LEAGUE (WPBL)

World Professional Billiard League (WPBL) launched the inaugural 2013 season at 6745 Surrey St. The entire season will be played at the new 13,000 square foot WPBL arena in Las Vegas, where 60 of the world's top players will compete over the course of 26 weeks to become the first ever WPBL Champions. Call 800.951.9250 or visit wpbltv.com.



CHRONIC TACOS

Chronic Tacos announced its grand opening at 4321 W. Flamingo Rd. in the Palms Casino Resort. Call 702.477.0414 or visit eatchronictacos.com.



DOWN SYNDROME ORGANIZATION OF SOUTHERN NEVADA

Down Syndrome Organization of Southern Nevada celebrated its newly finished playground, which was donated by Caesar's Foundation, located at 5300 Vegas Dr. Its mission is to promote a positive understanding of Down Syndrome in the community and to be a source of support, education and information for individuals and families affected by Down Syndrome. Call 702.648.1990 or visit dsosn.org.



THE JOINT

The Joint - The Chiropractic Place at Montecito Marketplace is proud to announce the grand opening of its third Las Vegas location at 7120 N. Durango Dr., Ste. H-170 in the Montecito Marketplace shopping center at N. Durango and Elkhorn. Its mission is to improve quality of life through routine and affordable chiropractic care. Call 702.384.1004 or visit chiropractorlasvegas-thejoint.com/montecito-marketplace.

know the numbers

PAVING THE WAY FOR OUR FUTURE: WHAT DOES THE FUEL TAX MEAN FOR SOUTHERN NEVADA?

In September, the Clark County Commission voted to enact a fuel tax to pay for infrastructure improvements in Southern Nevada. The Metro Chamber advocated for this broad-based approach because the funds will be used solely for infrastructure projects in Southern Nevada and will help enhance our employers' and employees' access to and from work, grow economic opportunities, keep Southern Nevada globally competitive for business growth, increase safety on our roadways, and meet the needs of our community.

Here is what the fuel tax means for employers, employees and the future of Southern Nevada:

\$700 - \$800 million

in bonds issued by the Regional Transportation Commission of Southern Nevada to help address our community's transportation needs



183

transportation projects funded by the fuel tax



10,000

jobs directly and indirectly created by these projects



Average annual cost (per vehicle):

\$16.35

First year



\$33.65

Second year



\$51.95

Third year



Equals out to

3¢

per gallon, per year

SOME OF THE PROJECTS THE FUEL TAX WILL FUND:



Nevada's section of Interstate-11



215 Beltway Completion in Northwest Las Vegas



Intersection development



Interchange and lane expansion construction

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Thursday, October 17

5:30 - 7:30 p.m.

Palms Casino Resort

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r-e-s-p-e-c-t: what it means to sales

R

espect is an easy word to use, with two syllables that are pronounced the way the word looks. Respect, however, is not an easy word to understand and apply.

Recently, a sales agent called me at 7:30 on a Friday night. There are already two mistakes to that approach. I do not know anyone that is interested in a sales call on that day and time. I knew the product this salesman was pitching, probably better than he did. I politely declined, at which point he decided to become argumentative. Three strikes, and he was out.

He may not have thought he was being disrespectful. But why insult someone you don't know? There is a difference between being persistent, yet polite, and a pushy sales person that tramples on the lines of being respectful.

We understand respect as it applies to us. "Treat others as you wish to be treated," is the age-old golden rule. Instead, I have a new theory. I propose that you treat others as they wish to be treated. It requires you to pay attention to an individual's words and actions, learn about them as a person, and care about them. Since I believe that everyone is a sales person to some degree, we can all benefit from learning to understand respect, and its application to different scenarios.

When you truly respect a prospective client, colleague, peer, or mentor, you ask questions about them to learn a bit about how you can be of service to them, even if it's just to be a sounding board. It is paying close attention to body language, conversational clues and their story. All of these signs, gleaned from respecting the person enough to give them your attention and treating them the way they wanted to be treated, gives you a much better approach when you go in for "the sell," no matter what it is.

You may be selling a product or service. You may want a colleague's feedback on a project. You may want some additional guidance from one of your company's executives. The best salespeople don't just close the deal; they make their prospect feel good about what they sold them, knowing that the salesperson cares about their experience with it.

It's being persistent without the aggression. It's about knowing how others want to be regarded. And most of all, it's about having respect for your fellow professionals.

By Crosby Fehr, Associate, Aflac;
VYP Advisory Council member



More than 300 VYP members and prospects celebrated VYP's signature annual event at the brand new GHOSTBAR at the Palms Casino Resort. Dressed in their coolest summer whites, the newly-renovated space was the scene for plenty of new business connections during the evening.



At the Strip's first and only 'ultra dive bar,' VYP members got the rockstar treatment with cocktails, views of the Strip and quality time building new professional relationships.

the final word



wynn hosts ceo reception and inspires high-level relationship building

Principal investment partners of the Las Vegas Metro Chamber of Commerce gathered at the Rolex Boutique inside Wynn Las Vegas for an evening of high-level relationship building. Set against the classic emblem of luxury, guests were treated to an elegant experience that included gourmet light bites and cocktails, an exclusive glimpse at the captivating history of the Rolex brand, and premium tickets to Le Reve as a parting gift, courtesy of Wynn Las Vegas.

During the event, the intimate group of guests was able to cultivate and deepen professional alliances with one another and gain special insight into one of the most recognizable luxury brands in the world. Special thanks go to the Wynn Las Vegas for providing the exceptional backdrop for this evening of developing new business relationships.



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